ABSTRACT

In an inventory access system, an integrated voice recognition module with a speech processor is used to interface a user with an intelligent switch having access to databases containing profiling information about travelers or criteria regarding limitations on travel established by corporations and having access to the inventories of various travel providers, such as the seats available on an airline's flights, the rooms available in a hotel, or the cars available from a rental car agency. The inventory access system automates a great degree of the travel booking process such that, in the majority of cases, the user does not need to invoke the assistance of a live travel agent. Thus, travel arrangements can be made more efficiently and with less expense than can be accomplished using other systems in which a greater degree of human assistance is required.